

CEN Advisory Group Structure

Three areas of focus: Service Management, Technical Advancement, Educational Development

Advisory Group General Info

- All groups are open, and members of one group may be able to participate in other group activities including meetings and/or collaborative initiatives.
- All groups will be chaired, and/or co-chaired by members by nomination and vote.
- CEN will provide a repository for agendas, minutes, and associated documents.
- Advisory group structure will be visited annually for effectiveness and efficiency.
- Minimum suggested representation per group (no maximum at this time):
 - 3 - Higher Education
 - 2 - Libraries
 - 5 - K-12
 - 2 - Municipalities
 - 2 - Open Access
 - 2 - At large

Individual Member Responsibilities

- Actively and consistently participate in meetings and supporting activities.
- Represent constituent and stakeholder groups.
- Maintain awareness of CEN service & technical capabilities among user communities.
- Educate constituents and stakeholder groups about the benefits of CEN's offerings.
- Advocate for CEN services with constituent and stakeholder group.
- Identify issues related to broadband connectivity, both locally and nationally.
- Communicate and enable feedback from stakeholder community about CEN and Advisory Group activities.
- Members may serve up to two (2), two year terms; and then must rotate off for at least one year before serving again.
- Vacated positions may be filled by appointment when impacting the minimum member representation.

Services Management Advisory Council (SMAC)

- Provide advice and recommendations to CEN staff on matters related to existing and new services, addressing issues such as quality, cost, and adoption. The greater member community is encouraged to provide feedback to ensure service quality.
- Group Expectations
 - Collaborate with CEN, providing guidance to support well-run services that meet the needs of the members and add value.
 - Provide input on cost, quality, and the adoption of services.
 - Work with CEN staff to facilitate feedback from member groups.

- Help shape and align communications about services to best meet the needs of the member community.
- Evaluate cost and quality of service against expectations (i.e., Service Level Expectations)
- Identify changing conditions among the members that call for new or changed service expectations.
- Recommend any major enhancements requiring capital, human resources, or changes to cost recovery (e.g., rates).
- Recommend any reduction in features or services (including retiring a service) when seeking cost reduction or cost avoidance.

Technical Advancement Advisory Council (TAAC)

- Provide input and advice, through education and exploration, on advanced technical ability and applications that meet the need of CEN member constituencies.
- Group Expectations
 - Identify important areas of innovation impacting the Internet, Internet 2, CEN and its constituent base.
 - Assist in proof of concept for testing products and services under consideration for adoption into the Network.
 - Provide input on technical specifications for existing and new products and services
 - Understand federal, state, and local policy and regulations; and their impact on service delivery.
 - Develop tools and techniques to be used in the advancement of community networks.
 - Seek out collaborative and grant-funded opportunities to stretch the Network in new and innovative ways.
 - Provide insight and inputs for consideration into CEN's capital improvement plans.

Education & Development Advisory Group (EDAG)

- Provide leadership and insight for the development and delivery of technical, professional, and leadership training for CEN members.
 - Provide thought leadership on how to develop an informed and technically sound community of practitioners.
 - Serve as the primary source for program development for CEN's Annual Conference in May (note: Conference-related meetings occur on average once a month).
 - Help identify, advocate, and aggregate needs of the community.
 - Identify specific technologies, trainers, sessions, and/or courses for consideration and promotion to the membership.
 - Ensure programming is aligned with member, state, and/or federal goals and objectives.
 - Where possible, host and/or facilitate workshops, webinars, and formal classes.
 - Share resources, tools, and techniques to advance learning and development objectives set by the group.